

# 2005-2007 IT PLAN Summary - Agency Budget Request

## 00530 DEPT OF CORRECTIONS AND REHAB

2005B0100530

### AGENCY TECHNOLOGY GOALS AND OBJECTIVES

1. Upgrade Itag System.
2. Maintain infrastructure to support agency operations.
3. Reduce the number of SFN forms and convert paper files to electronic files.
4. Provide for agency staff training on using DOCR technologies.
5. Provide continued support for external I.T. requests both state and federal.
6. Continue to develop and support DOCR I.T. systems required to sustain the agencies mission objectives.

### AGENCY IT PLAN CONTACT DATA

North Dakota Department of Corrections

Planning contact: David M. Huhncke, Director Information Systems

Telephone: 328-6361

E-mail : dhuhncke@state.nd.us

### AGENCY IT OVERVIEW

Prior to January 1996 the Department of Corrections had very limited access to computers and network operations. The field services division (parole and probation) used a small isolated local area network that allowed limited access to all but a few field service staff. Field services developed a Dos based program that would track offenders under their supervision and provide a means to manage officer workloads. All status changes were sent via floppy disk to the Field Service Central Office for uploading into the central database. The information contained in the field service database was not current (real time) since the means to update relied on the floppy disk via the mail from all regional field service offices.

The penitentiary managed inmate populations using a proprietary sys called AIMS. The system was reliable but was very difficult to extract information into a workable format. The cost of the system was also very expensive to maintain.

In January 1996 the department hired a data processing coordinator who begun the task of revamping the agencies infrastructure. No improvements to the agencies technology base could be started until new network wiring was in place to support such endeavors. Infrastructure work lasted for much of the first year, after which work began on rewriting the current field service system into a real-time database system using state of the art thin client technology. Infrastructure work continued with the wiring of all field service offices so they could connect to the new Department of Corrections Subject Tracking and Reporting System (DOCSTARS). DOCSTARS was designed and developed in-house by the agency.

DOCSTARS has undergone many revisions and is field service's core business system. The system also provides the Bureau of Criminal Investigation (BCI)

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with daily information on offenders supervised by field services. The DOCSTARS data is forwarded by BCI through state radio so local police and the highway patrol have immediate access to current parole and probationer information. The system provides the root data for parole board and victims compensation sub systems.

It would be impossible to cover all the advancements in technology the DOC has accomplished but the following is a short list of the most important accomplishments:

1996 - present

Infrastructure improvements in the areas of network wiring for all adult and youth institutions.

1996 - present

The agency as a whole services over 350 pc computer connections and 20 network servers across the state and has a dedicated I.T. support staff of four.

1997 - 1998

DOCSTARS is developed and replaces the old Dos based field service system and provides for real time input of data from all field service offices across the state.

1997 - 1998

In-house developed Victims Compensation Tracking System.

1999 - present

Replacement of the inmate management system (AIMS) with a state of the art Web based offender management system. The new system ITAG is online and provides offender management for all institutions including both Youth/Community and Adult divisions.

2000

Doc Intranet, which provides for a host of activities and resources including ftp services for downloading data to parole board members. Hosts reporting sub-system for delivering custom reports via the web.

2000

In-house developed Victims Notification System.

2001

In-house developed inmate property system that manages all property for all adult institutions.

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2001  
In-house developed Juvenile Services Case Manager Time Management System

2001  
In-house developed student scheduling and management system for Youth Corrections Center.

2001  
Video Conferencing between DOC and JRCC (James River Corrections) telemedicine between med center one and penitentiary in work.

In summary the agency has moved from minimal technological capabilities to a state of the art operation in as little as 5 years. The cost of these advancements were relatively inexpensive since many of the DOC systems were developed by agency I.T. staff. These monumental tasks were successfully accomplished through the extreme efforts of select agency staff from all divisions and directors. These accomplishments provide the vehicle for state and federal law enforcement agencies to have immediate access to information. This access to DOC information will insure greater protection to the public at large and facilitate greater cooperation and integration with other state and federal entities as appropriate.

### **Impact of Technology:**

The agency network facilitates and hosts a wide variety of applications and services for all divisions within the department of corrections. The Docr Central Office manages all servers and workstation connectivity with the exception of the DJS (community) offices who are managed by the ND Association of Counties (NDACO). Central Office I.T staff provide the agency with application development and Oracle database administration.

Mission critical database systems for the agency include Oracle version 8.05 and Access 97 (SR2). The Oracle database supports both Adult and Youth ITAG sub-systems which provide the core for all details of offender management and reporting, with the exception of parole and probation information. The Access databases support the Docstars, Parole Board and Crime Victims in-house developed systems.

The agency network consists of numerous Ethernet hubs and routers, 4 NetWare print and file servers, Windows NT (Winframe) server, Windows NT (Oracle production server), Windows NT (Oracle test server), Windows NT (BEST commissary system) server, and AS400 (to be phased out 99-2000).

The NetWare servers provides file and print services to DOCR network users. The Windows NT Winframe server provides authorized remote access to department applications and data. The AS400 was replaced with a Windows NT server which hosts the Adult inmate information system and the Youth offender system both sub-systems are part of the ITAG system. The DOCR network also supports connectivity to Other Law Enforcement Agencies (BCI, etc..) The network has undergone extensive modernization and can be configured to connect with any state or federal agency as required. The on-going operational costs are currently being shared by all divisions within the DOCR with the exception of Rough Rider Industries. The agency uses Microsoft Exchange for E-Mail and scheduling tasks and is integrated into the states e-mail system.

There are four business applications residing on the LAN three were developed in house Docstars, Parole Board and Victims compensation, ITAG was a purchased product.

### **Docstars:**

Docstars stands for (Department Of Corrections Subject Tracking and Reporting System). The Docstars program is used by North Dakota Parole and Probation (NDPP) to track offenders. The system provides the division with the capability to track demographic, case, offense, rehabilitation, supervision history supervision fees and a host of other related information critical for the management of parolees and probationers. The system is accessed by all NDPP satellite offices through-out the state. Each office enters data in real-time and updates to the Docstars central database is immediate. The system hosts a wide variety of reports that can be generated from any NDPP location.



HB1505 has increased our operational I.T. budget considerably.

Number of Desktop Computers	500	Windows 98	0
Number of Desktop Computers planned to be replaced	250	Wndows NT	20
Aveage cost of Desktop Computer Replacements	1200	Windows 2000	90
Number of Laptop Computers	70	Windows XP	0
Number of Laptop Computers Planned to be replaced	15	Other	0
Aveage cost of Laptop Computer Replacements	1500		

Number of PC's by Region							
1	2	3	4	5	6	7	8
50	20	20	20	10	20	10	100

Agency Technology Activities

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Document file conversion project - Identify and convert paper documents into Adobe electronic files. (Adult Services)

Conduct varied agency staff training.

Provide Application support for the agency (troubleshoot application problems).

Develop, upgrade agency applications.

Provide support to ITD and their projects.

Advice and monitor ITD to insure post-consolidation agency systems continue to operate at optimum levels.

Work with ITD in defining agency support requirements and systems planning.

Provide support for PC deployments, repair and inventory management.

Upgrade agency infrastructure to facilitate on-going agency needs.

Provide support for state-wide deployment of interstate compact electronic file generation for interstate compact offenders.

Provide support for IVN initiatives.

Provide support for agency video conferencing needs.

Support new and current data system interfaces and sharing of information with external agencies both state and federal.

Provide support for agency peripherals, repair and replace as required.

Provide for agency budget planning (I.T.)

Provide over-all technology planning and direction for the agency.



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Date: 11/29/2004

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		Current Appropriation	Budget Request	Optional Adjustments	Request Plus Optionals	Subsequent Biennium
<b>72</b>	<b>JUVENILE COMMUNITY SERVICES</b>					
	<b>SALARIES, WAGES &amp; BENEFITS</b>	\$29,499	\$30,198	\$0	\$30,198	\$0
IT3002	IT-DATA PROCESSING	\$150,706	\$145,925	\$3,184	\$149,109	\$145,925
IT3003	IT TELEPHONE	\$73,210	\$67,390	\$53	\$67,443	\$67,390
IT3005	IT SOFTWARE/SUPPLIES	\$2,386	\$9,273	\$4,048	\$13,321	\$9,273
IT3008	IT CONTRACTUAL SVCS & REPAIRS	\$29,160	\$38,000	\$0	\$38,000	\$38,000
IT3038	IT EQUIPMENT UNDER \$5000	\$3,305	\$5,934	\$12,763	\$18,697	\$5,934
TI5016	IT EQUIPMENT \$5000 & OVER	\$4,240	\$0	\$0	\$0	\$0
	<b>Total</b>	<b>\$292,506</b>	<b>\$296,720</b>	<b>\$20,048</b>	<b>\$316,768</b>	<b>\$266,522</b>
<b>74</b>	<b>FIELD SERVICES</b>					
	<b>SALARIES, WAGES &amp; BENEFITS</b>	\$58,071	\$58,370	\$0	\$58,370	\$0
IT3002	IT-DATA PROCESSING	\$165,726	\$205,725	\$18,228	\$223,953	\$205,725
IT3003	IT TELEPHONE	\$120,669	\$107,682	\$16,802	\$124,484	\$107,682
IT3005	IT SOFTWARE/SUPPLIES	\$19,255	\$40,694	\$8,182	\$48,876	\$40,694
IT3038	IT EQUIPMENT UNDER \$5000	\$20,865	\$29,289	\$99,347	\$128,636	\$29,289
TI5016	IT EQUIPMENT \$5000 & OVER	\$7,950	\$0	\$0	\$0	\$0
	<b>Total</b>	<b>\$392,536</b>	<b>\$441,760</b>	<b>\$142,559</b>	<b>\$584,319</b>	<b>\$383,390</b>
<b>77</b>	<b>PRISONS DIVISION</b>					
	<b>SALARIES, WAGES &amp; BENEFITS</b>	\$324,967	\$326,166	\$0	\$326,166	\$94,094
IT3002	IT-DATA PROCESSING	\$180,854	\$440,895	\$65,216	\$506,111	\$365,624
IT3003	IT TELEPHONE	\$188,527	\$193,070	\$58,374	\$251,444	\$191,453
IT3005	IT SOFTWARE/SUPPLIES	\$46,704	\$86,509	\$43,883	\$130,392	\$95,855
IT3008	IT CONTRACTUAL SVCS & REPAIRS	\$88,310	\$91,538	\$0	\$91,538	\$91,538
IT3038	IT EQUIPMENT UNDER \$5000	\$66,573	\$146,917	\$176,887	\$323,804	\$158,128
TI5016	IT EQUIPMENT \$5000 & OVER	\$38,740	\$22,836	\$0	\$22,836	\$22,836
	<b>Total</b>	<b>\$934,675</b>	<b>\$1,307,931</b>	<b>\$344,360</b>	<b>\$1,652,291</b>	<b>\$1,019,528</b>
<b>79</b>	<b>YOUTH CORRECTIONAL CENTER</b>					
	<b>SALARIES, WAGES &amp; BENEFITS</b>	\$72,659	\$74,372	\$0	\$74,372	\$0
IT3002	IT-DATA PROCESSING	\$73,215	\$153,856	\$7,507	\$161,363	\$153,856
IT3003	IT TELEPHONE	\$73,766	\$80,667	\$137	\$80,804	\$80,667



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		Current Appropriation	Budget Request	Optional Adjustments	Request Plus Optionals	Subsequent Biennium
IT3005	IT SOFTWARE/SUPPLIES	\$20,331	\$7,155	\$24,548	\$31,703	\$7,155
IT3008	IT CONTRACTUAL SVCS & REPAIRS	\$0	\$0	\$0	\$0	\$0
IT3038	IT EQUIPMENT UNDER \$5000	\$28,903	\$28,548	\$30,541	\$59,089	\$28,548
TI5016	IT EQUIPMENT \$5000 & OVER	\$10,070	\$0	\$0	\$0	\$0
	Total	\$278,944	\$344,598	\$62,733	\$407,331	\$270,226

Funding Source					
ADULT EDUC/PEN		\$0	\$0	\$0	\$0
DEPT OF CORRECTIONS OPERATING 530F		\$375,048	\$7,908	\$382,956	\$375,048
DRUG COURT GRANT		\$0	\$0	\$0	\$0
IV E-REFINANCING (YCC)		\$0	\$0	\$0	\$0
JAIBG - DJS		\$42,750	\$0	\$42,750	\$42,750
PENITENTIARY INDUSTRIES FUND 530F		\$202,094	\$0	\$202,094	\$202,094
REENTRY GRANT		\$0	\$0	\$0	\$0
RESIDENTIAL SUBSTANCE ABUSE TRMT		\$0	\$0	\$0	\$0
SCAAP-BJA		\$0	\$0	\$0	\$0
STATE GENERAL FUND		\$1,754,425	\$561,792	\$2,316,217	\$1,303,082
TITLE I - YCC		\$0	\$0	\$0	\$0
VOC ED (CARL PERKINS) - YCC		\$14,000	\$0	\$14,000	\$14,000
WIA JOB SERVICE-ADULT		\$2,288	\$0	\$2,288	\$2,288
YOUTH TRAINING-US DEPT EDUC		\$404	\$0	\$404	\$404
		\$2,391,009	\$569,700	\$2,960,709	\$1,939,666

## IT Capture Project Details - Agency Budget Request

Date: 11/30/2004

Time 7:40:42AM

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Version 2005B0100530

Project: Itag Offender Managment System

Priority - 100

Major Enhancement / Upgrade

Age of Current Application - 5

### Project Description

Offender Management System Upgrade for state wide deployment of prison offender management system. The system is called Itag and is the only off the shelf web based software system for corrections available that meet the needs of the Department of Corrections. The vender "Syscon" has an international installed base of systems some of which include New York, West Virginia, Maryland, Oaklahoma, California, New Jersey, Australia and Great Britain.

### Description of Business Need or Problem Driving the Project

The current version of the software is no longer supported by the vender and requires an upgrade. The system (ITAG) was purchased in September 1999 and manages all aspects of inmate administration for the State Penitentiary (NDSP), James River Correctional Center (JRCC), Missouri River Correctional Center (MRCC) also including Youth Correctional Center (YCC), Division of Juvenile Services Community Offices (DJS), Parole and Probation (NDPP) and Dakota Womens Correctional Center (DWCRC).

Itag provides for the end to end managment of offenders a listing of some of the systems functions include:

- Good time release date projections
- Gang tracking and associations
- Visitor administration
- Offender risk to staff assessment
- Offender sentences
- Offender mental health assessment
- Offender treatment
- Offender head count
- Offender location
- Offender Jobs and education

Itag is the Core system that allows the agency to fulfill its mission.

### Description of how Project is Consistent with the Organization's Mission

The ITAG system enables the DOCR to carry out it's assigned objectives to protect the public while providing a safe and humane environment for both adults and juveniles placed in the department's care and custody. The Department carries out the judgments of the North Dakota courts to both incarcerate inmates for the protection of society and to provide rehabilitative programs in an effort to successfully reintegrate offenders back into society.

### Description of the Anticipated Benefits

The DOCR will continue to operate under its mandated mission, including a host of new capabilities including the capability to network with kiosks if and when they are available, pure web environment with a very stable and improved ease of use client environment. System will be faster and provide greater capability for DOCR operations.

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Project: Itag Offender Managment System

Offender Kiosks may eventually be used and placed at key law enforcement facilities through-out the state. Minimal risk offenders will report to the Kiosks and answer a questionnaire which would be transmitted to the Itag system for offender reporting. Currently all paroled/probationed offenders report to a parole officer. Using kiosks would reduce the work load of field service officers allowing them to spend more time policing more supervision intensive offenders in the community, there-by providing greater pubic safety to the states populace.

Itag will also be ready to provide state-wide jail management integration if the state's law enforcement agencies decide to move in that direction. The result of such and integration would be the centralization and management of offenders who enter jail and possibly later into the correctional environment. The new system will also provide interfaces to CJIS when required.

## Description of the Impact of NOT Implementing the Project

The system will ultimately fail due to hardware age and unsupported software, which will impact the agencies ability to provide for the safety of inmates, staff and overall accountability of where inmates are located and their status. The state would be accountable for a host of safety, security and legal ramifications should the system fail.

## Identify any Risks Associated with the Project

The risks are minimal but some risks would be I.T. staff turnover or the unavailability of knowledgable agency I.T. staff concerning the migration of in-house customized processes unique to the DOC. A failure of the existing system before the migration would present a minimal increase in the overall project costs.

## Description of Additional Cost, if Any, for the Project

Additional Costs for the project that are not included in IT Object Codes

Additional Costs - \$0.00

Optional Project Costs \$0.00

**Total Project Cost -**

**Total Project Cost + Optionals**

## Description of Non-Appropriated Funds -

none

		<u>CURRENT</u> <u>APPROPRIATIONS</u>	<u>BUDGET</u> <u>REQUEST</u>	<u>OPTIONAL</u> <u>ADJUSTMENT</u>	<u>REQUEST PLUS</u> <u>OPTIONALS</u>	<u>SUBSEQUENT</u> <u>BIENNIUM</u>
<b>IT3005</b>	IT SOFTWARE/SUPPLIES	\$0	\$0	\$76,650	\$76,650	\$0
<b>IT3008</b>	IT CONTRACTUAL SVCS & REPAIRS	\$0	\$0	\$317,000	\$317,000	\$0
<b>TI5016</b>	IT EQUIPMENT \$5000 & OVER	\$0	\$0	\$18,000	\$18,000	\$0
<b>Total</b>		\$0	\$0	\$411,650	\$411,650	\$0

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Project: Itag Offender Managment System

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001	STATE GENERAL FUND	\$0	\$411,650	\$411,650	\$0
Total Funding:		\$0	\$411,650	\$411,650	\$0